

Life
2018 Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	77879	5 Star Life Ins Co	\$2,500,009	1	10.44
2	71854	AAA Life Ins Co	\$7,616,065	1	3.43
3	62200	Accordia Life & Ann Co	\$11,854,799	10	22.01
4	90611	Allianz Life Ins Co Of N Amer	\$10,911,286	1	2.39
5	70866	Allstate Assur Co	\$3,466,087	1	7.53
6	60186	Allstate Life Ins Co	\$8,272,820	2	6.31
7	60399	American Family Life Ins Co	\$19,922,723	2	2.62
8	60488	American Gen Life Ins Co	\$37,017,595	7	4.93
9	60534	American Heritage Life Ins Co	\$3,221,293	1	8.10
10	60836	American Republic Ins Co	\$379,312	1	68.79
11	60895	American United Life Ins Co	\$52,944,781	2	0.99
12	61069	Anthem Life Ins Co	\$23,616,080	1	1.10
13	61689	Athene Ann & Life Co	\$2,817,726	9	83.35
14	61093	Atlanta Life Ins Co	\$22,170	1	1177.02
15	61263	Bankers Life & Cas Co	\$19,628,465	4	5.32
16	87726	Brighthouse Life Ins Co	\$26,325,018	1	0.99
17	61832	Chesapeake Life Ins Co	\$776,958	1	33.59
18	62626	CMFG Life Ins Co	\$16,712,878	1	1.56
19	62049	Colonial Life & Accident Ins Co	\$4,326,368	1	6.03
20	62065	Colonial Penn Life Ins Co	\$6,339,598	1	4.12
21	62359	Constitution Life Ins Co	\$246,737	1	105.76
22	71129	Dearborn Natl Life Ins Co	\$2,500,850	1	10.43
23	63177	Farmers New World Life Ins Co	\$8,822,151	1	2.96
24	63274	Fidelity & Guar Life Ins Co	\$3,436,015	1	7.59
25	91642	Forethought Life Ins Co	\$7,416,677	4	14.07
26	65536	Genworth Life & Ann Ins Co	\$16,176,516	1	1.61
27	91472	Globe Life & Accident Ins Co	\$19,871,170	4	5.25
28	64513	Horace Mann Life Ins Co	\$2,305,351	1	11.32
29	65056	Jackson Natl Life Ins Co	\$13,981,402	1	1.87
30	65595	Lincoln Benefit Life Co	\$17,326,718	1	1.51
31	65676	Lincoln Natl Life Ins Co	\$121,857,664	4	0.86
32	73504	Lumico Life Ins Co	\$429,387	1	60.77
33	65935	Massachusetts Mut Life Ins Co	\$96,417,846	1	0.27
34	65978	Metropolitan Life Ins Co	\$158,916,161	6	0.99
35	66044	Midland Natl Life Ins Co	\$30,711,580	2	1.70
36	66869	Nationwide Life Ins Co	\$258,662,714	1	0.10
37	66915	New York Life Ins Co	\$68,736,790	3	1.14
38	67091	Northwestern Mut Life Ins Co	\$231,563,254	1	0.11
39	67539	Pan Amer Life Ins Co	\$52,144	1	500.43
40	72125	Physicians Life Ins Co	\$6,194,647	2	8.42
41	65919	Primerica Life Ins Co	\$28,688,795	2	1.82
42	79227	Pruco Life Ins Co	\$71,283,297	1	0.37
43	60183	S USA Life Ins Co Inc	\$266,176	2	196.07
44	78662	Senior Life Ins Co	\$542,533	1	48.10
45	69108	State Farm Life Ins Co	\$112,510,064	2	0.46

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46	69396	Texas Life Ins Co	\$9,053,655	1	2.88
47	60142	TIAA Cref Life Ins Co	\$7,347,358	1	3.55
48	86231	Transamerica Life Ins Co	\$37,611,581	3	2.08
49	66281	Transamerica Premier Life Ins Co	\$29,294,336	6	5.34
50	69892	United Farm Family Life Ins Co	\$105,689,700	1	0.25
51	69922	United Home Life Ins Co	\$1,603,926	2	32.54
52	69930	United Ins Co Of Amer	\$2,446,978	1	10.66
53	69868	United Of Omaha Life Ins Co	\$45,266,536	1	0.58
54	62235	Unum Life Ins Co Of Amer	\$20,367,935	1	1.28
55	80802	US Br Sun Life Assur Co of Canada	\$19,609,870	1	1.33
56	84530	US Financial Life Ins Co	\$2,085,973	2	25.02
57	80942	Voya Ins & Ann Co	\$478,940	1	54.48
58	70319	Washington Natl Ins Co	\$988,571	1	26.40
59	70483	Western & Southern Life Ins Co	\$13,732,529	2	3.80
60	65900	Wilco Life Ins Co	\$2,345,076	1	11.13

Subtotal Premium and Complaints	\$1,835,511,634	120
334 Companies with Zero Complaints	\$1,295,838,406	
Total Premium and Complaints	<u>\$3,131,350,040</u>	120

Report does not include the 334 companies with zero complaints

DNC- did not calculate (premium under \$1 million)

None- No premium was reported in 2018

Premium information from Life Annual Statement Page 24, Line 1, Column 5

Premium information from Fraternal Annual Statement Page 23, Line 1, Column 1